

10/29/2007



TECHNICAL INFORMATION BULLETIN TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Randy Porter, Chairman

Lynn Questell, Executive Director

Wireless and VoIP - Network Operations Centers / Subscriber Assistance

Listed below is a revised list of the trouble reporting centers for various wireless and VoIP service providers or related service provisioning agencies. PLEASE POST THIS IN ALL DISPATCH CENTERS.

Notify the appropriate agency to report misrouted calls, request help with tracing a call, or other urgent issues. Please notify me if you discover errors with this list or find I've left a needed number off the list.

Company	Provisioning Company	Telephone Number for Network Related Problems	Telephone Number for Subscriber Issues
Advantage***	TCS	615-536-1030	
Alltel***	Intrado	800-392-0186	
Cellular South	TCS	601-941-2882	
Charter (VoIP)		866-229-0111 then Option 2	
Cingular (AT&T)	TCS	800-635-6840	
ClearTalk***	TCS	731-928-4800 (Limited hours)	
Comcast (VoIP)	Intrado	800-839-6707	
Compass (VoIP)	Not applicable	800-959-3749 (TCS for now)	
Cricket***	TCS	866-688-6058**	
Eloqui (See US Cellular)	TCS	800-550-0384 (8-7:30 EST)	
Frontier(Wireless issues--stand-alones)	Intrado	800-565-1619	
Intrado (Wireless issues)	Not applicable	800-514-1851	
Intrado (VoIP issues)	Not applicable	800-357-4911	
Level 3 (VoIP)	TCS	877-453-8353	
Nextel***	Intrado	866-398-3284	
Onstar	Not applicable	866-866-5006	
Sprint***	Intrado	866-398-3284	
Suncom / Triton	Intrado	866-662-8727	
TCS (Wireless & VoIP)	Not applicable	800-959-3749	
T-Mobile	TCS	888-662-4662	973-292-8911
Time Warner(VoIP)*	Intrado	800-875-9489	
Tracfone		800.820.8632	
US Cellular	TCS	224-653-3100	
Verizon***	TCS	800-959-3749	
Vonage (VoIP)	TCS	866-293-5674	
West KY(formerly Yorkville)***	TCS	731-643-6121	

*May show MCI in the LEC field of the ALI record **Consider getting a password in advance to expedite future assistance

*** These wireless carriers use handset (GPS) based location technology. Others are triangulation based.

Contact: Rex Hollaway, Director of E-911 Technical Services
Tennessee Emergency Communications Board
500 James Robertson Parkway, Ninth Floor
Nashville, TN 37243

Telephone: 615-253-3705
Cellular: 615-975-8732
Facsimile: 615-253-2180
Email: rex.hollaway@state.tn.us